



**Administration for Children and Families
REGION II and REGION III
Good Ideas and Promising Practices Meeting
Eden Resort Inn**

**Lancaster, Pennsylvania
June 5 and 6, 2007
Agenda**

Tuesday, June 5

Registration - 8:00 AM - 9:30 AM

Continental breakfast will be available from 8:00 - 9:30 AM

Welcome/Opening Remarks: 9:00 AM - 9:15 AM

**Diane Fralich, Director
Lancaster County Domestic Relations Section**

**Juanita De Vine, Regional Program Manager
Office of Child Support Enforcement, Region III**

**Session 1 - 9:10 AM - 9:30 AM -- OCSE National Initiative
PAID (Project to Avoid Increasing Delinquencies)**

Presenter: Eileen Brooks, Division Director, OCSE

OCSE Central and Regional offices, in consultation with State Child Support Enforcement Program Directors, have developed a national initiative for FY 2007 and beyond. This initiative renews our emphasis on activities that will increase the collection of current support and prevent and reduce arrears to assure that child support will be a reliable source of income for more families.

Session 2 - 9:30 AM - 10:30 AM -- Early Intervention

Moderator and Presenter: Robert Clifford, OCSE

Presenters:

**John Castellano, Montgomery County, MD
Correne Saunders, University of Maryland, School of Social Work
Diane Asbury, Lynchburg, VA
Karen Ostermann, Suffolk County, NY**

This session will provide a comprehensive overview of the initiative to get non-custodial parents "in the habit of paying." The goal is to have parents "pay from the start." The presentations will include:

- A national review of early intervention programs conducted by OCSE
- A research study conducted by the University of Maryland School of Social Work on the impact of early intervention programs
- A report from the Lynchburg, Virginia District Child Support Enforcement Agency on their program with an initial compliance rate of 70%
- The description of the successful Early Intervention Program in Suffolk County, New York

Morning Break - 10:30 AM - 10:45 AM

Session 3 - 10:45 AM - 11:15 AM -- Successful Collaboration

Moderator: Joan Kaub, OCSE, Region III

Presenters:

Nick Young, Deputy Commissioner, Director, Virginia DCSE

Cindy Coiner, Virginia DCSE

Karen Mayer, Harford County, Maryland

One key to a successful child support program involves collaboration with other governmental and private organizations. This session will examine:

- How Virginia works with cell phone companies and provides another effective locate tool to track down some of the hardest to locate offenders for nonpayment of child support. There will also be an explanation of national plans to work with cell phone companies.
- How Harford County, Maryland has developed an effective partnership with the State's Attorney's Office, Sheriff and the Maryland Department of Labor, Licensing and Regulation. One result is a job referral/training program that has a success rate above 80%.

Session 4 - 11:15 AM - 11:45 AM -- New Enforcement Initiatives

Moderator: Kesha Rodriguez, OCSE, Region II

Presenters:

Judge David R Workman, Lancaster County Court of Common Pleas

Keith Calhoun, Allegheny County, PA

Child support programs are constantly developing new strategies for working with reluctant child support obligors. This session will examine:

- The Job Court in Lancaster County, Pennsylvania recognizes that many obligors can not meet their child support obligation because they are not employed.
- The Allegheny County, Pennsylvania program has developed a "limited, targeted amnesty program."

Lunch (Provided On Site) - 11:45 AM – 1:00 PM

Session 5 - 1:00 PM- 1:30 PM -- Success Stories

There are occasions when a State or County collects more than a \$20,000 lump sum child support payment on a single case. This session will examine successful collections of a large sum in various States and Counties.

Session 6 - 1:30 PM - 2:30 PM -- Customer Service Initiatives

Moderator: Jack Shaw, OCSE Region III

Presenters:

Francine Pratt, Baltimore City, MD
Janice Taylor, Delaware DCSE
Adrianne Day, District of Columbia CSSD
Cory Chandler, District of Columbia CSSD
Lori Keel, Baltimore County, MD
Tom Bond, Baltimore County, MD

States throughout Region III are utilizing various media to provide outreach to child support customers. This session will feature:

- Maryland's appointment reminder calls and strategies for non-compliant cases.
- The comprehensive public outreach developed by Delaware for "Child Support Month."
- An explanation of the District of Columbia Child Support Guideline Calculator which allows customers to estimate child support payments based upon their current financial situation. The calculator is available on the internet :
<http://csed.dc.gov/cseds/cwp/view,a.3,q.636828.asp>
- Baltimore County's collaboration with the "Helping Up" Mission.

Break: 2:30 PM - 2:45 PM

Session 7 - 2:45 PM - 3:45 PM -- Performance Improvement

Moderator: Valerie Merritt, OCSE, Region III

Presenters:

Adrianne Day, District of Columbia CSSD
Roger Harris, West Virginia BCSE
Sandy Odom, West Virginia BCSE
Gwen Anderson, Delaware DCSE
Gary Kline, Montgomery County, PA

Every child support office is striving to improve performance. This is particularly critical because performance on critical indicators affects Federal Incentive payments. This session will examine:

- A presentation by the District of Columbia explaining their performance improvement of approximately 15% in paternity establishment, 11% in order establishment and 17% improvement on collections on current support from FFY 2001 to FFY 2005.
- A presentation by West Virginia explaining their continued performance improvement in each of the performance indicators.
- A presentation by Delaware on their newly created Quality Improvement Unit.
- "How to Perform at 80%" a presentation by Montgomery County, PA.

Session 8: 3:45 PM - 4:30 PM Brainstorming

Moderator: John Clark, OCSE, Region III

Through a facilitated discussion and by having all participants breakout into small groups, this session will provide an opportunity for everyone to discuss and develop good ideas to improve child support services.

Wednesday, June 6

7:30 AM - 8:30 AM -- Full Breakfast

Session 1 - 8:30 AM - 9:30 AM -- Working with Incarcerated and Previously Incarcerated Non-Custodial Parents

Moderator: Valerie Merritt, OCSE, Region III

Presenters:

**Lori Keel, Baltimore County, MD
Cheryl Harris, Baltimore County, MD
Gina Higginbotham, Maryland CSEA
Joan Kennedy, Maryland CSEA
Cory Chandler, District of Columbia CSSD**

This session will discuss two very successful programs that provide employment opportunities to previously incarcerated non-custodial parents. This discussion will be followed by an explanation of two recently developed projects that are working with incarcerated/ex-incarcerated obligors.

- The Baltimore County project is a court-supervised program that assists non-custodial parents who are behind in their child support payments to obtain full time employment. Over 85% of the participants have a criminal record and two out three parents in the program are now employed and paying child support.
- Project Fresh Start in Prince George's Maryland will to establish a program for promptly reviewing and, if appropriate, modifying child support orders of incarcerated non-custodial parents. Upon release from incarceration, these parents will be assisted in obtaining employment so they are able to meet their child support obligations.
- District of Columbia will increase services to incarcerated parents by identifying those with current support orders and offering them assistance, if warranted.

Session 2- 9:30 AM-10:00 AM- Debit Cards and Credit Card Payments

Moderator: Joan Kaub, OCSE, Region III

Presenters:

**Nick Young, Deputy Commissioner, Director, Virginia DCSE
Roger Harris, West Virginia BCSE
Brenda Sturgell, West Virginia BCSE
Cecilia Dolan, West Virginia BCSE**

The Debit Card Process was created to provide a more effective and efficient way of disbursing child support payments to customers. Additionally, it provides a cost savings to the State by processing child support payments electronically, thus reducing the number of checks processed. This session will feature:

- The Virginia Debit Card process which will enhance the independence, well-being, and personal responsibility of customers and improve business productivity through effective automation.
- The West Virginia Debit Card process which is fully implemented. Custodial parents could either have child support payments posted to their own bank account or they could have a posting to a debit card that was issued to them by the state. The implementation was very smooth with few complaints from customers.

Break - 10:00 AM - 10:30 AM

**Session 3 - 10:30-12:00 PM -- Other Good Ideas and Wrap-Up
- All Participating States**

Moderator: John Clark, OCSE, Region III

This session will provide an opportunity for each participating State to highlight briefly a good idea/promising practice not previously explored.